

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNI5G PREPAID SHOPEE VOUCHER GIVEAWAY  
FOR SELECTED IN-BASE SUBSCRIBERS**

NO	QUESTION	ANSWER								
UNI5G PREPAID SHOPEE VOUCHERS GIVEAWAY										
1.	What is this campaign about?	<ul style="list-style-type: none"><li>This campaign gives you free Shopee e-vouchers (worth up to RM30) when you purchase selected UNI5G prepaid passes. Just choose any eligible pass and enjoy extra rewards while staying connected.</li></ul>								
2.	When is the campaign period?	<ul style="list-style-type: none"><li>The campaign runs from 7 November 2025 (00:00) until 6 February 2026 (23:59). The Free Shopee vouchers are available while stocks last on a first-come, first-served basis.</li></ul>								
3.	How can I participate, and what rewards will I get?	<ul style="list-style-type: none"><li>If you are a UNI5G Prepaid subscriber (UNI5G WOW, BEBAS 10, or Mobile Unifi), just buy any of the selected passes during the campaign period via the Unifi UniVerse app or the Unifi Prepaid website. You'll receive a Shopee e-voucher based on the pass you purchase:<table><tr><th>Pass</th><th>Shopee Voucher</th></tr><tr><td>UNI5G WOW 25 / Monthly Quota</td><td>RM5 voucher</td></tr><tr><td>UNI5G WOW 35 / Monthly Unlimited</td><td>RM15 voucher</td></tr><tr><td>UNI5G WOW 50 / 55GB Hotspot</td><td>RM30 voucher</td></tr></table></li><li>The value of the Shopee e-voucher follows the pass purchased — the higher the pass value, the higher the voucher you will receive.</li></ul>	Pass	Shopee Voucher	UNI5G WOW 25 / Monthly Quota	RM5 voucher	UNI5G WOW 35 / Monthly Unlimited	RM15 voucher	UNI5G WOW 50 / 55GB Hotspot	RM30 voucher
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4.	How can I get the Free Shopee e-voucher?	<ul style="list-style-type: none"><li>Once you successfully purchase any of the eligible UNI5G WOW passes, you will receive your Shopee e-voucher code via SMS.</li></ul>								
5.	I received my Free Shopee e-voucher via SMS. How and when can I use it?	<ul style="list-style-type: none"><li>The Shopee e-voucher is subject to Shopee's terms and conditions as follows:<ul style="list-style-type: none"><li>a) The voucher is <b>valid until 31<sup>st</sup> March 2026, 23:59</b>.</li><li>b) The voucher is valid for new &amp; existing users.</li><li>c) The voucher is valid for one time use only (per user, regardless of number of accounts).</li><li>d) The voucher is valid for <b>Mall &amp; Preferred Sellers</b> only.</li><li>e) The voucher can only be used in one transaction. (unused balance will not be refunded)</li><li>f) The voucher is no longer valid upon expiring. Strictly no extensions allowed.</li><li>g) The voucher is not refundable, non-transferable, not redeemable for cash and cannot be combined in exchange for vouchers with higher value.</li><li>h) You cannot combine this voucher with other promo codes, except Shop Voucher</li></ul></li></ul>								

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		<p>i) The voucher is not applicable for purchases of:</p> <ul style="list-style-type: none"> <li>i. Infant Milk (0-6 months)</li> <li>ii. Follow-on Milk (6-12 Months)</li> <li>iii. Jewellery</li> <li>iv. Tickets &amp; Vouchers</li> <li>v. Mobile Reloads &amp; SIM Card Top-ups</li> <li>vi. Gaming Top-ups</li> <li>vii. S-Mart Milo</li> <li>viii. One or Not by Shopee Store products</li> <li>ix. MMA Foundation Store products</li> <li>x. PETRONAS &amp; Setel Fuel Cards</li> <li>xi. Gift Cards &amp; E-Vouchers</li> </ul> <p>j) Promo code must be entered via the voucher wallet page or the checkout page of <b>Shopee Mobile App only</b>.</p> <p>k) Shopee reserves the right to amend/cancel the promotion anytime.</p> <p><i>Note: Each Shopee e-voucher comes with its respective expiry date, which will be clearly stated on the e-voucher itself. Make sure to use it before it expires — <b>unused vouchers will be forfeited</b>.</i></p>
6.	How do I use / claim my Shopee voucher code?	<ul style="list-style-type: none"> <li>▪ Just click this <a href="#">link</a> for guidance on how to use the Shopee voucher code.</li> </ul>
7.	Will I receive any message from Unifi Mobile informing me that I'm eligible to participate?	<ul style="list-style-type: none"> <li>▪ Yes. If you are selected, you will receive an SMS from Unifi (shortcode: 20002) letting you know that you are eligible for this campaign.</li> <li>▪ If you didn't receive any SMS, don't worry — stay tuned as we have more exciting reward campaigns coming your way soon.</li> </ul>
8.	I have already purchased a pass after receiving the SMS. If I purchased another pass, will I receive another Shopee voucher?	<ul style="list-style-type: none"> <li>▪ Each eligible subscriber is only entitled to receive <b>one (1)</b> free Shopee e-voucher for the duration of the campaign (7 November 2025 – 6 February 2026).</li> <li>▪ Subscribers will not be receiving additional Shopee vouchers for any pass purchases after receiving the first Shopee e-voucher.</li> </ul>
9.	Does the Shopee e-voucher have an expiry date?	<ul style="list-style-type: none"> <li>▪ Yes, the Shopee e-voucher does come with an expiry date, which will be clearly stated in the e-voucher itself. Make sure to use it before it expires.</li> <li>▪ Any unused vouchers will be forfeited and cannot be refunded once expired.</li> </ul>
10.	Who should I contact if I need further assistance or have service enquiries?	<ul style="list-style-type: none"> <li>▪ If you need any assistance or clarification about this giveaway, kindly reach out to our Care Crew.</li> </ul>